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QUESTION 1

Consider the following user story:

As a customer, I want to the able to cancel an open service request at any time.

Select the configuration option that satisfies the user story.

A. Add a stage-only action to each stage in the case life cycle

B. Configure the Cancel button on the user views to resolve the case.

C. Add a case wide action to the case life cycle.

D. Add an alternate stage to the case life cycle.

Correct Answer: D

QUESTION 2

You are assigned to a pega implementation project as a pega business architect.

Which task are you expected to perform?

A. Organize the project Kickoff meeting.

B. Help to refine ahead of a sprint.

C. Identify the initial of case types.

D. Identify the scope of the initial release.

Correct Answer: B

QUESTION 3

Which two aspects of application delivery are improved by using Direct Capture of Objectives? (Choose Two.)

A. Speed

B. Accuracy

C. Testing

D. Coding

Correct Answer: AB

QUESTION 4

You have created a new report that contains a list of employees, hire dates, and managers. You have been asked to display each manager in a row. Beneath each manager row, you must list the employees of the manager and their hire dates.

How do you support this request?

A. Summarize the manager column.

B. Sort the manager column.

C. Group the manager column.

D. Filter the manager column.

Correct Answer: C

QUESTION 5

When an auto accident claim is resolved in the Resolve stage, email notifications must be sent automatically to the adjuster who inspected the car, to the insured party, and to the insurance agent who verified the claim. How do you configure the resolve process to support this requirement?

A. Add a Send Email step as an optional action.

B. Add a Send Email step and include all required parties.

C. Route the email to all the recipients in a Collect Information step.

D. Route an Approval step to the required parties.

Correct Answer: B

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